

Frequently Asked Questions

1. What is AIE?

Accident Incident Enforcement System is a web-based application that provides information in response to requests for information from airmen, air carriers or air operators, third-party representatives (e.g. law firms), and members of the public.

2. How will I receive my request response(s)?

Each single request can take 5 to 10 minutes to process, and may take longer depending on where your request is in the queue. Your email containing airmen letters will be accompanied by an additional email informing you that the letters are encrypted, and will provide you with a one-time password for each request.

3. Do I have to provide a Company Name?

YES, if you are submitting on behalf of a company you will be required to provide company's name.

NO, if you are submitting a request as an individual, Company Name is not a mandatory field BUT you will need to enter NA or none in that field.

4. Why am I getting a validation error?

All mandatory fields (marked with an asterisk), including the CAPTCHA, must be populated correctly before you can submit.

5. Why do I need to sign a legal attestation?

The legal attestation verifies with your digital confirmation that you are providing true and correct information, under penalty of perjury. Falsification of information on this statement is punishable under the provisions of 18 U.S.C. Section 1001 by a fine of not more than \$10,000 or by imprisonment of not more than five years or both, and requesting or obtaining any record(s) under false pretenses is punishable under the provisions of 5 U.S.C. 552a(3) by a fine of not more than \$5,000.

6. Why am I getting a file upload error?

All files (Excel or XML), must adhere to the provided template format and have all mandatory fields populated correctly before you can submit. Excel sheets and XML files that are not formatted according to the template will not be accepted. Excel sheets and XML files missing mandatory fields will not be accepted. If further instruction is needed, please see the user manual.

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7. Why did I receive a non-airman letter for an individual who is an airman?

When you are entering a request, please ensure the data entered (*First Name, Last Name, Certificate Number, Date of Birth*) is an exact match of what is in the system and associated with the airman's Certificate Number. If this is not entered correctly, you will not receive the data you are requesting.

8. I didn't receive a request response from AIE.

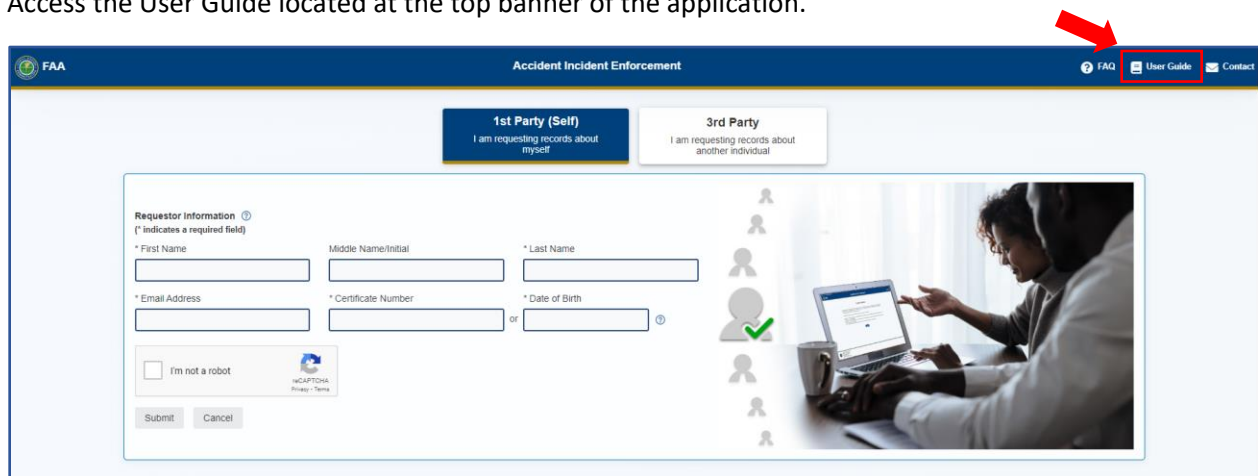
Please double check and ensure you've provided the correct email address, and are verifying your request in the right inbox. Check all spam and junk folders. If you don't receive a request response within 24 hours please contact the FAA Helpdesk.

9. Why am I receiving non airman letters for all my airman request using the excel template which I downloaded from the application?

Download and use the excel template located in the AIE application. Do not add borders or alter the formatting of the provided excel template in any way. Use only plain text in the fields prior to uploading it in the application for multiple request.

10. Where can I find a more extensive guide for the application?

Access the User Guide located at the top banner of the application.



The screenshot shows the FAA Accident Incident Enforcement application interface. At the top, there is a blue header bar with the FAA logo on the left and navigation links on the right: 'FAQ', 'User Guide' (highlighted with a red box and a red arrow), and 'Contact'. Below the header, there are two tabs: '1st Party (Self)' (selected) and '3rd Party'. The main content area contains a 'Requestor Information' form with fields for First Name, Middle Name/Initial, Last Name, Email Address, Certificate Number, and Date of Birth. There is also a checkbox for 'I'm not a robot' and a 'Submit' button. To the right of the form is a vertical stack of user icons, with the top one highlighted with a green checkmark. Below the icons is a photograph of two people looking at a laptop.

11. Where can I find more information regarding Privacy Act requests?

[Pilot Records Improvement Act of 1996 \(PRIA\) | Federal Aviation Administration \(faa.gov\)](#)

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12. Who do I contact for technical issues with the AIE application?

By phone: **1-844-FAA-MYIT**

By email: helpdesk@FAA.gov

13. Who do I contact about issues with Airmen Letters?

9-AMC-AFS620-PA@FAA.GOV

14. Who do I contact for all other issues regarding AIE?

9-AMC-AFS620-PA@FAA.GOV